

I am a very unsatisfied Verizon DSL customer. The FCC needs to keep control over Verizon and these other DSL carriers. I am currently experiencing a MAJOR problem with my DSL. I forgot to update my credit card information with Verizon. When the card expired, they suspended my service. I immediately called to provide the updated credit card information. This was Wednesday, April 30, 2003 at around 9 AM. They promised reinstatement of service in about 10 minutes. They reinstated my main email account, but all of my sub accounts are still suspended. After 5 telephone calls and over 3 hours on hold and speaking with primary clueless or frustrated Verizon employees, and being given the same incorrect solution (go to the website and manage the sub accounts there. Where the system tells you their suspended!) Finally called customer relations. Still waiting for service to be restored to the sub accounts. Emails have been bounced back from my 3 sub accounts for over 30 hours now!